SBC SNET Implementation Schedule

PM #	Measurement	Changes specific to v 3.0	Data collection date	Month data reported	FCC v3.0 changes - date explanation
1	% FOCs returned on time for LSR requests	-Add 7 new buckets to be measured against a 45 minute benchmark rather than 60 minute benchmark. -Continue reporting existing benchmarks for 2 months after implementation of the version 3.0 benchmarks	3/1/03	4/03	-Change in benchmark for Elec./Elec. will require programming by ICS group
2	Average Response time for OSS interfaces	-This measure will need to be modified and a third CLIPs file will need to be produced **less** the uniform interfaces for reporting going forward after PM 2A is implemented.	2/1/03	3/03	-Minimal ICS programming work to be done.
2A	% Responses Received within "X" seconds – OSS Interfaces	-create all new datapoints for each level of disaggregation (CIWIN and MSAP pre-order data will not be included in PM2A). Non-uniform OSS will be reported in PM2.	2/1/03	3/03	-ICS programming work required
4a, b	% SBC SNET caused missed due dates	-Combine POTS and Specials measures (CLIPS table change)	3/1/03	4/03	-Table change
4c	Percent SNET caused missed due dates	-Add level of disaggregation for combined voice and data loops with no Line Sharing-5% (Critical Z does not apply)	4/1/03	5/03	-Develop requirements. ICS and ASKME programming required
		-Add level of disaggregation for OCN Loops benchmark is diagnostic	4/1/03	5/03	-Develop requirements. ICS and ASKME programming required
		-Add level of disaggregation for analog line side port with retail comparison of VGPL	4/1/03	5/03	-Develop requirements. ICS and ASKME programming required
		Added: Payments will be made on either a combination of FCC 6c and FCC 6c.1 or FCC 4c, (but not both), whichever yields the higher dollar amount.	6/1/03	7/03	Coding changes required to calculate the higher of the two remedy payments: • FCC 6c + FCC 6c.1 Or • FCC 4c

		-DSL Loops with Line Splitting – 1%	9/1/03	10/03	-Target dates are tentative. Currently have no way to identify this product(s) through programming
5a	% POTS/UNE-RS trouble report w/in 10 days of installation (I-10)	-New datapoints will need to be created so N,T, and C POTS orders will be reported as an aggregate rather than breaking out N and T orders and reporting C orders separately. -Old datapoints will continue to be reported for 2 months after implementation of version 3.0 datapoints. -UNE-RS datapoints to remain as is. -UNE-RS will be reported as Field Work and no Field Work. C orders will no longer be a separate category. Two new datapoints will have to be added. -Combine POTS and Specials measures (CLIPS table change)	4/1/03	5/03	-ICS programming work required.
5c	Percent installation reports (Trouble Reports) within "X" calendar days	-Add new exclusion to exclude UNE DS1 Loop trouble reports where CLEC chooses not to do cooperative testing or acceptance testing between CLEC and SBC due to CLEC reasons on the due date	9/1/03	10/03	-Target dates are tentative. Currently have no way to identify this situation(s) through programming
		-Add the following levels of disaggregation & benchmarks:			
		---- Voice over data no Line Sharing - 6% (Critical z-value does not apply)	4/1/03	5/03	-Develop requirements. ICS and ASKME programming required
		---- OCN Loops – Diagnostic	4/1/03	5/03	-Develop requirements. ICS and ASKME programming required

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		---- Loops with Line Splitting - Parity with ASI line sharing or SBC SNET retail line sharing.	9/1/03	10/03	-Target dates are tentative. Currently have no way to identify this product(s) through programming
		----Add level of disaggregation for analog line side port with retail comparison of VGPL	4/1/03	5/03	-Develop requirements. ICS and ASKME programming required
6a, b	Mean installation interval	-Combine POTS and Specials measures (CLIPS table change)	3/1/03	4/03	-Table change
		-Change measure to diagnostic – (CLIPS table change)	3/1/03	4/03	-Table change
		-Customer not ready / no access situation will be found to be SBC SNET caused missed due date outside the CLEC provided access hours – validate that this situation is included in PM	9/1/03	10/03	-Target dates are tentative. Currently have no way to identify this situation(s) through programming
6c	Percent installations completed within the customer requested due date	-Add level of disaggregation for DSL Loops with Line Splitting – 3 days Parity with ASI Line Sharing or SBC SNET Retail	9/1/03	10/03	-Target dates are tentative. Currently have no way to identify this product(s) through programming
		Added: Payments will be made on either a combination of FCC 6c and FCC 6c.1 or FCC 4c, (but not both), whichever yields the higher dollar amount.	6/1/03	7/03	Coding changes required to calculate the higher of the two remedy payments: • FCC 6c + FCC 6c.1 Or • FCC 4c
6c.1	% installations completed w/in customer requested due date for LNP with loop	Added: Payments will be made on either a combination of FCC 6c and FCC 6c.1 or FCC 4c, (but not both), whichever yields the higher dollar amount.	6/1/03	7/03	Coding changes required to calculate the higher of the two remedy

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					payments: • FCC 6c + FCC 6c.1 Or • FCC 4c
7a	Average delay days for SBC SNET caused missed due dates	-combine POTS and Specials – (CLIPS table update)	3/1/03	4/03	-Table change
		-Exclude any incremental days attributable to the CLEC after the initial SNET caused delay. Does not exclude NO ACCESS attributable t the end user after the initial due date has been missed.	9/1/03	10/03	-Target dates are tentative. Currently have no way to identify this situation(s) through programming
7c	Average delay days for SNET caused missed due dates – UNE	-Add level of disaggregation for Combined Voice and Data – No Line Sharing 6.5 days (Critical z-value does not apply)	4/1/03	5/03	-Develop requirements. ICS and ASKME programming required
		-Add level of disaggregation for OCN Loops – Diagnostic	4/1/03	5/03	-Develop requirements. ICS and ASKME programming required
		-Add level of disaggregation DSL Loops with Line Splitting - ~~3 days~~ Parity with ASI Line Sharing or SBC SNET Retail	9/1/03	10/03	-Target dates are tentative. Currently have no way to identify this product(s) through programming
		-Add level of disaggregation for analog line side port with retail comparison of VGPL	4/1/03	5/03	-Develop requirements. ICS and ASKME programming required
8	Average Installation Interval – DSL	Add the following levels of disaggregation:			
		---- Loops requiring conditioning with Line Splitting	9/1/03	10/03	-Target dates are tentative. Currently have no way to identify this product (s) through programming

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		---- Loops requiring no conditioning with Line Splitting	9/1/03	10/03	-Target dates are tentative. Currently have no way to identify this product (s) through programming
		Change Measure to diagnostic (CLIPS table change).	3/1/03	4/1/03	-Table changes
9	Average response time for manual loop make-up information	-Critical z-value does not apply – CLIPS change only	3/1/03	4/03	-table changes
11a ,b	% repeat reports	-Combine 11a and 11b – POTs and Specials measures – (CLIPS table change)	3/1/03	4/03	-Table changes
11c	Percent repeat reports – UNE	-Add level of disaggregation for Combined Voice and Data - No Line Sharing 12% (Critical z-value does not apply)	4/1/03	5/03	-Develop requirements. ICS and ASKME programming required
		-Add level of disaggregation for DSL Loops with Line Splitting - Parity with ASI line sharing or SWBT SBC SNET retail line sharing	9/1/03	10/03	-Target dates are tentative. Currently have no way to identify this product(s) through programming
		-Add level of disaggregation for OCN Loops – Diagnostic	4/1/03	5/03	-Develop requirements. ICS and ASKME programming required
		-Add level of disaggregation for analog line side port with retail comparison of VGPL	9/1/03	10/03	-Target dates are tentative. Currently have no way to identify this product(s), in our maintenance measures, through programming
		- DS1 Dedicated Transport – 10 % (Parity to Benchmark change)	5/1/03	6/03	-CLIPS change

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		- DS3 Dedicated Transport and Loop – 10 % (Parity to Benchmark change)	5/1/03	6/03	-CLIPS change
		- Dark Fiber – 10 % (Parity to Benchmark change)	5/1/03	6/02	-CLIPS change
12a ,b	Mean time to restore	-Combine POTS and Specials – (CLIPS table change)	3/1/03	4/03	-Table change
		-Disaggregate UNE-RS into business class of service and residence class of service	9/1/03	10/03	-Target dates are tentative. Currently have no way to identify this product(s), in our maintenance measures, through programming
12c	Mean time to restore – UNE	-Add the following levels of disaggregation and Benchmarks:			
		---- Combined Voice and Data - No Line Sharing 9.0 hours (Critical z-value does not apply)	4/1/03	5/03	-Develop requirements. ICS and ASKME programming required
		---- OCN Loops - Diagnostic	4/1/03	5/03	-Develop requirements. ICS and ASKME programming required
		---- DSL Loops with Line Splitting - Parity with ASI line sharing or SWBT retail line sharing	9/1/03	10/03	-Target dates are tentative. Currently have no way to identify this product(s) through programming
		-Add level of disaggregation for analog line side port with retail comparison of VGPL	9/1/03	10/03	-Target dates are tentative. Currently have no way to identify this product(s), in our maintenance measures, through programming

		- DS1 Dedicated Transport – Dispatch 4.0 hours (Parity to Benchmark change)	5/1/03	6/03	-CLIPS change	
		- DS3 Dedicated Transport and Loop – Dispatch 3.0 hours (Parity to Benchmark change)	5/1/03	6/03	-CLIPS change	
		- Dark Fiber – Dispatch 3.0 hours (Parity to Benchmark change)	5/1/03	6/03	-CLIPS change	
		- DS1 Dedicated Transport – No Dispatch 0.75 hours (Parity to Benchmark change)	5/1/03	6/03	-CLIPS change	
		- DS3 Dedicated Transport – No Dispatch 0.75 hours (Parity to Benchmark change)	5/1/03	6/03	-CLIPS change	
		- Dark Fiber – No Dispatch 0.75 hours (Parity to Benchmark change)	5/1/03	6/03	-CLIPS change	
13a ,b	Trouble report rate	-Combine POTs and Specials – (CLIPS table change)	3/1/03	4/03	-Table changes	 Formatted Deleted: -Measure changes to diagnostic (CLIPs table change)
		- Change to Net RPHL	2/1/03	3/03		
		- Change to Net RPHL	2/1/03	3/03		
13c	Trouble Report Rate – UNE	-Add level of disaggregation & Benchmark for DSL Loops with Line Splitting - Parity with ASI line sharing or SBC SNET retail line sharing	9/1/03	10/03	-Target dates are tentative. Currently have no way to identify this product(s) through programming	
		-Add exclusion for UNE DS1 Loop trouble reports where CLEC chooses not to do cooperative testing or acceptance testing between CLEC and SBC due to CLEC reasons on the due date	9/1/03	10/03	-Target dates are tentative. Currently have no way to identify this situation(s) through programming	
		-Add level of disaggregation for analog line side port with retail comparison of VGPL	9/1/03	10/03	-Target dates are tentative. Currently have no way to identify this product(s), in our maintenance measures, through programming	

		- Combined Voice and Data - No Line Sharing – 6 % (Critical z-value does not apply)	4/1/03	5/03	-Develop requirements. ICS and ASKME programming required
		- OCN Loops - Diagnostic	4/1/03	5/03	-Develop requirements. ICS and ASKME programming required
		- DS1 Dedicated Transport – 2.0 % (CLIPS table change)	5/1/03	6/03	-Table change
		- DS3 Dedicated Transport and Loop 2.0 % (CLIPS table change)	5/1/03	6/03	-Table change
		- Dark Fiber 2.0 % (CLIPS Table change)	5/1/03	6/03	-Table change
14	Average trunk restoration interval for service affecting trunk groups	-Notify Network Operations Center personnel that their monthly report is no longer required for performance measures. No programming required	3/1/03	4/03	-Notify internal organizations that reports are no longer required
16	CHC/FDT LNP with loop provisioning interval	-Create new level of disaggregation for LNP with DSL compatible loop.	9/1/03	10/03	--Target dates are tentative. Currently have no way to identify this situation(s) through programming
17	% Missed collocation due dates	-Some programming required. Need to aggregate current levels of disaggregation.	4/1/03	5/03	-ICS Programming required
18	Mechanized Electronic Billing Timeliness	-PM was deleted with latest 6 month review -Issue PIP to have measurement halted -Issue notification to CRIS billing group that monthly report is no longer required	3/1/03	4/03	-Notify internal organizations reports are no longer required. ICS work required
19	OSS Interface Availability	-Create four new datapoints for new levels of disaggregation: • CSI • Address Validation • TN functions • Loop Qual, Due Date, Dispatch, CFA,	4/1/03	5/03	-Develop requirements. ICS programming required

		PIC/LPIC, CLLI and NC/NCI functions			
		• BOP GUI			